



U.S. ARMY CONTRACTING AGENCY NEWSLETTER

Volume 2, Issue 15

HAPPY ANNIVERSARY ACA!!!

October 2003

A Message from the Director.....

In October, 2003, we celebrated the anniversary of the Army Acquisition Corps and the first of many anniversaries of the Army Contracting Agency! It was a year of change. Nevertheless, the men, women, civilians, and soldiers of the Army Contracting Agency proudly supported America's Army around the globe. We have had many accomplishments in this first year (which I will summarize at our conference) despite many challenges. I applaud your dedication and hard work and look forward to continued success as we grow and transform.

The Army Contracting Agency was activated on 1 October 2002 with three components - Army Contracting Region, North; Army Contracting Region, South; and Information Technology E-Commerce & Commercial Contract Center (ITEC4). Our integration is now complete with the assignment of Army Contracting Command, Europe; Army Contracting Command, Korea; Army Contracting Command, Southwest Asia; Army Contracting Region, Pacific, and Army Contracting Region, Southern Hemisphere. At the upcoming annual Agency workshop in Portsmouth we will celebrate this milestone with an Integration Ceremony. Our special guests will be the Honorable Claude Bolton, Assistant Secretary of the Army for Acquisition Logistics and Technology and Ms. Tina Ballard, Deputy Assistant Secretary of the Army for Policy and Procurement.

At this workshop, I look forward to meeting your agency representatives and learning more of the timely, proactive, and much appreciated support you provide to the warfighter. During my travels, I have had the opportunity to visit many regions, centers, and local contracting offices. I am always impressed by the dedication of the workforce, your commitment to provide world class support, and ability to thrive in difficult and frequently hostile environments. Our workforce is our greatest asset. We possess the technical expertise and leadership to change the face of Army contracting.

The Army Contracting Agency is committed to managing change, centralizing requirements, and improving the business processes which support our customers. These goals can and have been accomplished while maintaining our outstanding commitment to the small business and set aside communities. These changes are taking place by integrating new technology, business practices, and sharing successes throughout the agency.

The skills, ability, and creativity you display on a daily basis makes us successful. I look forward to discussing your advances at our annual workshop and meeting many of you during my travels. Your support, dedication, and commitment to our customers are greatly appreciated by me and the Army leadership.



Sandra O. Sieber

Director

Army Contracting Agency



Visit Us on the Web

<http://aca.saalt.army.mil/>

<http://www.army.mil/>



ACA Headquarters Update

Small Business Operations

The Small Business Program experienced an exceptional first year throughout the U.S. Army Contracting Agency (ACA). Most significantly, the Agency awarded over 44% of its entire business base to Small Businesses. Cooperation across the entire spectrum of the Agency and between ACA, its customers, and the SBA produced a phenomenal first year record that many said simply couldn't happen. The ACA Small Business community salutes the many contracting professionals throughout the organization who worked diligently to make it happen.

The Small Business Program has also realized other successes. Beginning nearly a year ago, the Associate Director accompanied staff from the Army Office of Small and Disadvantaged Business Utilization to Washington to brief the Senior Executive leadership of the Small Business Administration. This set the stage for a warm and helpful relationship at the top, which has been most helpful in resolving the myriad of issues that surface as the two agencies work together. During the summer, the Director was invited to visit the Chairman, Committee on Small Business, U. S. House of Representatives, Congressman Don Manzullo (R-IL) to brief him on the ACA as an organization, how we do business, and what we can do for the small business community. The briefing was very successful and has fostered a continuing working relationship that has given the ACA multiple opportunities to prove its worth to both Acquisition and Small Business interests.

Striving to balance the GAO-driven mandate to achieve more economical business practices with the socio-economic expectations levied on us as a Federal agency, the Small Business staff has also worked closely with industry representatives to foster new ways of thinking about the business of government contracting. Inherent in economic business practices is the need for a stable supply base and limits to repetitive actions. This includes frequent and recurring awards of multiple contracts for the same products or services. Industry has been challenged to work with the Army to identify ways to allow small businesses to offer on fewer contracts encompassing larger quantities, longer terms, and wider geographic areas. Teaming and mentor-protégé arrangements of all sorts are being explored with ACA and SBA leadership. Striving to keep as many opportunities as possible open to small businesses, the ACA, along with other Army agencies, is working across the board to find an acceptable balance for many of our larger acquisitions.

As a testimony to the successes of the ACA in the small business arena, the ACA Small Business staff has also been asked to help draft Army-wide standards for small business personnel, advise program offices on new ways to achieve business economy while keeping small businesses engaged, and is fostering strong working relationships with other Services. Such engagements are being leveraged to incorporate lessons learned from many fronts, which will in turn help all players in both Government and industry realize the benefits of greater cooperation.



Legal Office News

The ACA legal team has taken shape over the summer as key positions were, thankfully, filled in the headquarters and the field. COL Rick O'Keefe, ACA Chief Counsel, takes great honor in welcoming the team members.

At ACA HQ, we have been blessed with the services of LTC Jeff Caddell, a George Washington University Master of Government Procurement Law degree holder, who comes to us fresh from a two-year tour as Command Counsel for Contracting Command Korea. At CCK, LTC Caddell was responsible for managing three attorneys providing total procurement law support to a \$454,000,000 theater-wide joint and combined service contracting program. Great to have you Jeff! LTC Caddell is the ACA Deputy Chief Counsel, and can be reached at (703) 681-5407.

Mr. Roger Neds (COL, JA, USA Ret.) assumed the position of Northern Region General Counsel in July. Mr. Neds, also a GWU Masters degree holder, joins ACA following a distinguished 27-year career in the Judge Advocate General's Corps, highlighted by tours as Army Chief Trial Attorney; Staff Judge Advocate/General Counsel, USA Space and Missile Defense Command; and Command Counsel, Contracting Command Europe. Mr. Neds's matchless Army procurement background will be a tremendous combat multiplier for the Northern Region PARC and staff. Welcome Roger! You may contact him at (757) 788-5455.

Also in July, LTC Brian Godard took over as Southern Region General Counsel. LTC Godard graduated in May from the Command and General Staff Officer Course at the Army Command and General Staff College, Fort Leavenworth, Kansas. He can boast of tours as contract law attorney with the 4th Infantry Division (Mech), Fort Carson; the CECOM Acquisition Center - Washington; and the Contracting Command Europe, with service in Kosovo, among other places. Few officers of any seniority can claim such a rich and varied procurement law background. What a shot in the arm for the folks at Fort McPherson. Hello Brian! Get a hold of Brian in COL Tony Bell's old office, or on the phone at (404) 464-0510.

CPT Monica McGinley [formerly Noakes] was assigned as Attorney-Advisor to the Northern Region Contracting Center, Ft. Eustis, in July 2003. She deployed to Saudi Arabia while at Fort Bliss, and more recently was a member of the Administrative Law Division, HQ TRADOC Staff Judge Advocate office. So happy you're with us Monica! CPT McGinley may be reached at 757-878-3166 X3279.

And lastly, we are proud to welcome Mr. Greg Moritz to the legal staff at the Information Technology, E-Commerce and Commercial Contracting Center. Greg comes to the ITEC4 as a civilian attorney, after 6 1/2 years of outstanding service in The Judge Advocate General's Corps, where he honed his considerable skills as a procurement law attorney, most recently as a Trial Attorney at the Army's Contract Appeals Division, and previously as Regional Counsel for the Contracting Command Europe. Although the JAG Corps deeply regrets its loss, the ACA and ITEC4 couldn't be happier. Glad to have you on our team, Greg! Greg's phone number is (703) 325-4638.

ACA Liaison Directorate Welcomes Deborah Ramirez as New TRADOC Liaison Officer

Deborah Ramirez was appointed as the TRADOC LNO for ACA on July 13, 2003. Staying within the ACA family, Ms. Ramirez comes from ITEC4 where she served as the Acting Chief of Division A, responsible for the management of contract support efforts to develop and field customer information technology systems for the PEO-EIS and Program Offices. Prior to this assignment, Ms. Ramirez worked for the Logistics Integration Agency (LIA), a Field Operating Agency of the Deputy Chief of Staff for Logistics. As a Procurement Analyst, she was responsible for formulating acquisition strategy, inclusive of planning, directing, and coordinating contract requirements. She also performed a one-year rotational assignment with the Assistant Secretary of the Army for

Financial Management (ASA-FM), in the Resource Analysis and Business Practices Office. Earlier assignments included Contract Specialist for PEO Fire Support, and Cost and Price Analyst at the Strategic Defense Command and Missile Command in Huntsville, AL.

In addition to her work experience, Ms. Ramirez is a participant in the Defense Leadership and Management Program (DLAMP) and a member of the Army Acquisition Corps certified at Level III in Contracting. She received a MPA from Penn State University with certification in Public Budgeting and Financial Management, a Masters Degree in Strategic Studies from the U.S. Army War College Residency Program in Carlisle, PA, and holds a BS in Accounting and Business Administration from the University of Alabama.

The role of ACA's Liaison Officer?

The Random House College Dictionary defines liaison as "the contact maintained between units to ensure concerted action." The ACA Liaison Officer (LNO) Utilization Plan requires LNOs to proactively seek out and resolve impediments to superior customer service and be a conduit for acquisition process improvement. LNOs are chartered to do what is necessary to assist customers satisfy their requirements, accomplish the mission and improve the acquisition process. Contracting Officers continue to remain the ultimate contracting determining official, and LNOs cannot and will not usurp their authority. So please help us service our mutual customers. Let us know if you feel we are getting into your lane. Refer your customers to us if we can be of assistance and provide your suggestions if there are areas needing improvement so that we may try to influence change and, most importantly, give us feedback. Please support your local LNO. For more information about the ACA Liaison Directorate and their role in the acquisition arena, please contact the following:

Liaison Directorate

Suellen Jeffress, Director

(703) 681-1034

E.L. Diggs, IMA NE & NW Region

(757) 788-5281

Steve Sullivan, IMA SE Region

(404) 464-0779

Deborah Ramirez, TRADOC

(757) 788-5534

Bill McElven, FORSCOM & IMA SW Region

(404) 464-0471

Bill Swan, MDW

(703) 681-1047



The Defense Travel System is coming to the Army Contracting Agency

Over recent years, the Defense Travel System Program Management Office (DTS PMO) has been developing an online travel system for DoD travelers. So far the new system has been implemented at 21 sites, with Defense Agencies in the DC area leading the way in the implementation, and Forts McPherson and Campbell being pilot sites for the Army. From FY04 to 06, the PMO intends to field DTS across a further 200+ sites at CONUS locations.

What is DTS?

DTS is a web-based program, using Public Key Infrastructure (PKI) technology, to allow travelers to log on with a digital signature, stored either on a Common Access Card (CAC) or a floppy disk. It provides travelers a means to prepare, store and access all of their temporary duty (TDY) orders from anywhere with internet access. DTS not only helps you prepare your orders through a series of steps and then submits the orders for approval, but also acts as an online travel agency such as Expedia or Orbitz, allowing DoD travelers to make their airline, hotel and rental car reservations online. DTS incorporates the Joint Travel Regulations (JTR) and Joint Federal Travel Regulations (JFTR) to raise a flag when the traveler attempts to make travel arrangements that do not comply with the JTR/JFTR. After trip completion, simply log back in to DTS, and use the same online TDY order to file a travel voucher claim.

What are the benefits of DTS?

DTS will provide a paperless, automated system that will allow the traveler the flexibility of preparing TDY orders at any time over the internet. The traveler will be offered a choice of hotel rooms, flights, and can even pick out the preferred airline seat when making reservations. The approval processes will be faster, there is no need for hard copies of orders, and payments to the government travel card will be expedited. DTS will eventually link with the Bank of America, and extract the exact amount to pay to the government travel charge card. Travel voucher claims will be filed electronically with DFAS, ensuring payment within 2-3 days, and it will automatically create the correct accounting entries for Resource Management offices. DTS will also eliminate confusion about whether a voucher has been filed by listing outstanding and completed vouchers. There is a series of reports to help keep track of all TDY travel.

When will DTS be implemented within ACA?

We are currently working with the Army DTS PMO, and intend to bring the ACA and regional HQs online in the next FY. DTS will be implemented down to the DOC level as soon as possible after the HQs are online.

Where can you find out more?

Visit the DTS website at <http://www.defensetravel.osd.mil>, and get some training online to see how the system works. On the home page, look for this box (pictured here below), click on the Enterprise Web Training System (EWTS) button in the *Training* section, and learn how to prepare a TDY order online! DTS will be used to create Forms DD 1610, DD 1351-2, and SF1164.

First Time Users Click below to learn more about DTS and the tools required for use. LEARN MORE	Training Click below to login to the Enterprise Web Training System EWTS	Login to DTS Click below to begin using the Defense Travel System (DTS) LOG IN
---	--	--

The Art of Learning without Stress

The U.S. Army Contracting Agency may soon have a unique and exciting means of conducting FAR training, worldwide. Building on the e-Learning and e-Government themes, ACA is working on an interactive, web-based training engine that may engage contracting personnel in fun, team oriented, non-stressful training. Here is a quick report on what we are doing in this area.

The concept is to construct a graphical interface over a server based engine linked to related databases containing questions and their corresponding answers in various procurement related subjects. ACA personnel, either individually, or in teams, may interact in the graphical environment – having to correctly answer questions in order to advance in the “game”.

Properly done, this promises to evolve into a training mechanism with wide application to DoD acquisition communities and beyond. DAU has seen the current incarnation and is exciting in the potentials they see in learning and training in the procurement arena. They are assisting ACA in seeking funding sources for this promising project.

On the side, the Computer Science Department at the U.S. Military Academy at West Point, NY presented this concept to their cadets as a yearlong project, resulting in much enthusiasm and interest. Consequently, ACA will also work with West Point to further develop this training innovation.

ACA Northern Region Update

The Envision Store

The Fort Leavenworth Directorate of Contracting (DOC) has worked closely with the Garrison Command, Directorate of Installation Support (DIS) and Envision to establish and accommodate an Envision store on Ft Leavenworth. Envision is a non-profit store that will provide all the required office supplies as well as other related commodities to all our Department of Defense (DOD) customers and bankcard holders on the installation. Envision spent \$160,000 to refurbish the old United States Disciplinary Barrack (USDB) floral shop. Real estate is at a premium, but the garrison worked hard to provide the adequate facilities required to support the store's opening. Due to the high summer turn over and the arrival of a new Command and General Staff College class a "Grand Opening" is set for later this summer so all newly assigned personnel know about the Envision store.



This store streamlines the procurement of office supplies and save the installation money. The realized savings will result from: reducing soldier/personnel travel time off- post to other commercial establishments; and purchasing quality products that don't include a profit. The store will also reduce the possibility of mischief such as fraud and other unauthorized IMPAC card purchases because Envision is familiar with intent and limitations of the government purchase card

Envision is a NIB/NISH organization representing the National Institute for the Blind and the Severely Handicapped. NIB/NISH is a congressionally mandated program and strongly supported by President Bush. They have already established stores at over 90 DOD installations. Their sources of supply meet requirements dictated by the Federal Acquisition Regulation (FAR) and they are very customer service oriented. For instance, they will do recurring delivery of supplies to your place of business as required and establish store facilities that rival many commercial office supply stores that we all are familiar with. They are truly a first-rate professional operation, and the post will benefit from their opening.

They Take a Licking and Keep on Ticking

Ever wonder what would happen if your contracting office "disappeared" just as you were trying to award your year-end contracts and orders? The Northern Region Headquarters and Ft Monroe DOC experienced just that as Hurricane Isabel hit Ft. Monroe in full force on September 18 and 19. The hurricane and associated storm surge left the post literally under water and caused an estimated \$20 M damage. (See Photos below) Of course there were also power outages and potable water problems as well, not to mention the personal toll on contract staff left without power or water at their homes or those with property damage caused by high winds, flying debris and falling trees.



In response, our intrepid contracting staff relocated to nearby Ft Eustis where their colleagues at the Northern Region Contracting Center made room and made do. In addition to completing all their normal year-end workload, the NRCC deployed four Contingency Contracting Officers (CCOs) to Forts Eustis and Monroe to aid

disaster recovery. The team consisted of 2 military and 2 civilian volunteers. The CCO team was pre-positioned in advance of the hurricane's landfall and rode out the storm in designated quarters on Ft Eustis. The team immediately deployed to the Installation Operations Centers when the storm had passed. The CCO team purchased emergency supplies and services totaling over \$9.2 million including: bottled water, food, generators, tree and debris removal, minor construction and equipment rental. Ft A.P. Hill also contributed by providing emergency shelter to several thousand evacuated personnel.

Clean up is expected to continue will into the current fiscal year, as Ft Monroe recovers from the disaster. The photo below demonstrates just what "digging out" entails. To our Northern Region comrades—Way to go! You make us all proud to be contracting professionals.



Northern Region Contracting Center Goes the Extra Mile for Their Customer

This year the Northern Region Contracting Center was designated as the central contracting activity for obtaining security guard services at 20 high priority installations. This has been one of IMAs top priorities and a successful team effort by all. Dr. Fiori was personally interested in the project every step of the way and was extremely pleased with the NRCC's ability to obtain contract services that met IMA's needs quickly and professionally using a business strategy that was flexible yet protected the Government's interests.

This requirement was, arguably, one of the most important actions ACA-wide this year. Why is that? The services were needed to free reserve and active units to return to war-fighting or training missions. At the same time the security guards are required to control the access points to the installations, and to provide for a secure environment for the soldiers and their family members, as well as DoD civilians, working on the installations.

The Reserve Component augmentation soldiers providing force protection security services at the installations are

slated to begin the process of returning to their home stations in the first quarter of FY04. Additionally, active duty soldiers performing these duties need to return to their units for critical training. The security of our installations during the Global War on Terrorism is important, but providing this type of security using scarce military personnel resources is detrimental to the national interest. The need for increased security personnel at the named installations is required for the United States to effectively continue this effort without a significant increase of risk to U.S. personnel, equipment and operations supporting this effort. This has, however, created an enormous strain on active component units and even more markedly on reserve component soldiers.

Therefore, NRCC's prompt action promoted the ability of the installations to provide adequate security, the ability of the U.S. Army Reserves to recruit and retain soldiers, and the readiness, training and mission capabilities of Army active component units. Thank you NRCC contracting team for looking out for the welfare of the warfighter and the Army family as well as providing a well thought out and executed business strategy. HOOAH!

Fort Dix Shows Excellence in JWOD Program

Dedication and hard work are two major keys to success. The JWOD program supports these two key elements in helping the blind and disabled. Fort Dix, New Jersey has a contracting team member who possesses the a determination in helping others succeed through Barbara G. Maxwell, a Contracting Officer for the ACA. She has marketed some 38 contractual sites and has awarded over \$1.5M over the past 7 years. Ms. Maxwell's dedication throughout her career to the goals of the JWOD program and drive to add new work requirements within her local area have contributed significantly to employment of those who are blind or severely disabled.

Ms. Maxwell received the Secretary of the Army Award for Exceptional Support of the Javits-Wagner-O'Day (JWOD) Program. She is a member of the 63rd Regional Support Command, Directorate of Contracting Cell, Los Alamitos, California. In FY03, Ms. Maxwell awarded 5 new custodial contracts throughout California.. Currently, 12 Community Rehabilitation Programs (CRPs) in California, Nevada, and Arizona have 17 projects on the Procurement list for 19 Army Reserve Center locations. Thanks to Ms. Maxwell, each of these contracts affords CRP's jobs in locations that otherwise might not have Federal contract opportunities. Mrs. Sieber, Director, ACA, presented Ms. Maxwell with a letter of congratulations and a Director's Coin during her visit to Los Alamitos.

ACA Southern Region Update

Interns Graduate and are Placed at Fort Bragg

The Directorate of Contracting (DOC) was fortunate to have three outstanding interns, Umetria Thomas, Joe Spain, and Gloria Harris. They recently graduated from the program and are now placed within our Directorate. All three individuals are assigned to Team 1 of the Acquisition Division, continuing the Fort Bragg DOC tradition of providing excellent customer service and support to the customers assigned to Team 1: PWBC, ITBC, USAPT, JSOC, and SOTF.

DOC Organization Day

The Fort Bragg DOC held their Organization Day festivities at Smith Lake on June 5, 2003. The food was great: BBQ, kielbasa with peppers and onions, hotdogs, hamburgers, cole slaw, potato salad, baked beans, assorted drinks. The competitive spirit was apparent as everyone participated in one or more events such as hoola hoop, paddleball, horseshoes, checkers and bingo. The Garrison Commander, COL Tad Davis, stopped by to join us for lunch and was presented a picture of the original DOC building dating back to 1934 at which time it was post headquarters. The picture was presented in appreciation for the support shown the DOC during his tenure at Fort Bragg. Adding to the excitement of the afternoon were door prizes such as mugs, beach towels and coolers that were presented to the lucky winners of the various highly competitive and grueling sports events. All in all, the afternoon was a great success and fun was had by all.

Products and Services EXPO

The General Services Administration (GSA), Region 4 in Atlanta and the Southern Region Contracting Center (SRCC), Fort McPherson, GA jointly hosted the first Product and Services Expo on June 24, 2003 in Building 46, the Community Activities Services Center at Fort McPherson. The purpose of the Expo was for Government Credit Card holders to meet contractors under the GSA Federal Supply Schedules (FSS) program. Additionally, Metro Vanpool, Clean Air Campaign and the Associated Credit Union each had informational exhibits. The event was a big success with 30 exhibitors and 61 customers in attendance, including Ms. Joyce Thurmond of the Small Business Administration, Region IV in Atlanta. Customers visited tables hosted by various contractors, GSA, the Georgia Tech Procurement Assistance Center (PTAC) and Electronic Commerce Resource Center (ECRC), and the SRCC. Contractors expressed appreciation, stating that this

event gave them a chance to network with other contractors and meet many of the purchase cardholders at Fort McPherson. Information provided by Georgia Tech PTAC and ECRC, along with information provided by the SRCC, was very helpful.

Fort Jackson's IT Trade Show 2003

DOC and the Directorate of Information Management (DOIM) collaborated to host Fort Jackson's first Information Technology (IT) Trade Show on August 4, 2003. IT firms were invited to Fort Jackson to exhibit their products and services to contracting and IM personnel, and end-users. More than 40 IT firms from as far away as Ohio, Kentucky and Florida, as well as local firms attended the free event. Fort Jackson personnel, especially IMOs and managers, were able to talk with the vendors and learn first-hand about the latest technology. Vendors were happy to have the opportunity and all expressed very positive comments about what a good show it was, thanks to Nancy Hilliard, DOC and Beverly McGuire, DOIM.

Privatization of Water Contract

On July 16, 03, ownership of the Waste Water Treatment Facility and Water Distribution System on Fort Sill was transferred to a contractor. American Water Services Inc., Marlton, New Jersey, was awarded a 50-year privatization contract, which has a base-year cost of \$4.5 million. The privatization contract will result in a 4.9% annual cost savings to Fort Sill. The contractor will maintain and manage the Waste Water Treatment Facility and maintain the 550,000 linear feet of water pipe, four pump stations, six storage towers, and fire hydrants that are located on the installation.

A-76 Initial Decision

The National Training Center (NTC), Ft. Irwin met its DA milestone for its commercial activities study when the SSA announced on July 14, 2003 his initial decision to keep the Military Management Command's (MMC), a subordinate command to the Theater Support Group (TSC), effort in-house. The NTC Acquisition Command in conjunction with the Ft. Irwin SJA has already debriefed all unsuccessful offerers. If a protest and/or an administrative appeal is not received by the end of the eligible period, the initial decision will become the final decision and the MMC will implement its MEO.

Award of New Iraqi Army Contract

Ms. Charlene Allison, Chief, General Support Division, Southern Region Contracting Center (SRCC), and her team are recognized for the accelerated award of a contract to enroll, screen, and train the nucleus of a New Iraqi Army. This competitive best value award estimated at \$48 million was made in less than 30 days without protest using a letter request for proposal and letter contract. The SRCC awarded the cost-plus-fixed-fee letter contract to Vinnell Corporation of Fairfax, VA. The work is being performed at various locations in Iraq. The interim Iraqi military capability will perform point security, convoy security, route security, foot and vehicle controls, border controls and other duties for territorial defense and stability operations throughout Iraq. Performance period begins July 1, 2003, and will be completed by June 30, 2004.

CDG Visit to the NTC

From July 27-29, 2003, twelve Army Acquisition Corp personnel from the Competitive Development Group (CDG) visited the NTC, Ft. Irwin, CA. The Acquisition Support Center (ASC) out of Ft. Belvoir, VA sponsored the event. The purpose of the visit was to expose the group to current equipment, tactics, doctrine, and techniques in

order to provide a first hand experience in an operational environment and to gain a better understanding of the Army's Table of Organizational Equipment. The group received a command briefing from the NTC Chief of Staff (COS), an 11th ACR Briefing, and a NTC Acquisition Command Briefing. They had several meals at the Regimental Mess Hall with 11th Armored Cavalry Regiment troopers, some of the NTC Acquisition Command's staff, and the Rotational Unit Contingency Contracting Officer from 1st CAV Division. On the morning of 29 Jul they closed out their visit to the NTC by receiving a battle update briefing from Operations Group, observing a battle in the box, and having a MRE lunch with BLUE Forces. Ms. Maria Holmes (CDG POC for ASC) presented the NTC COS and the NTC Acquisition Command with ASC coins at a farewell dinner at the Leader's Club on 28 Jul. In the near future ASC plans to publish an article on its website regarding the CDG's visit to the NTC.



National Training Center Directorate of Contracting Personnel Receive Commanders Coins

In early October several NTC DOC personnel were recognized by the NTC COS (COL Flinn) and the Cdr OPS Group (COL P Martz) for the outstanding contracting support they provided Ft. Irwin during end of year. Above is a group photo of COL Flinn w/ACQ's CG coin recipients.

ACA US Army Contracting Command Europe (USACCE) Update



USACCE

United States Army Contracting Command, Europe

Army Continuing Education System (ACES) – A Commercial Item Success Story

The United States Army Contracting Command Europe (USACCE), Wiesbaden Contracting Center, recently awarded five commercial services contracts the Army Europe post-secondary education that may be adopted in the near future by the Department of Defense (DoD) Continuing Education Office as the global business model for all similar programs. The contracts combine commercial formats, performance-based statements of work, multiple awards, options, and award term contract provisions to provide a new streamlined way to acquire post-secondary education services. It is outcome oriented-allowing the contractors to bring their education expertise to bear and

improving the services provided to Army members and other eligible users in Europe.

The acquisition team used an interdisciplinary team to significantly streamline the acquisition process and resultant contracts. For instance, use of PBSC techniques yielded an over 75% reduction in the Statement of Work's page count from 44 to 9 pages. The acquisition lead time dropped, too, from 18 months on the previous contract to just under 12 months.

The Army and commercial education and contracting communities applaud the great step forward that this acquisition represents. One education institution's officer stated "The business model itself is excellent and a real step forward on behalf of quality education for the overseas military." We congratulate USACCE and ask all ACA contracting offices to consider whether their innovative approach can be tailored to address your upcoming acquisition requirements.



Above we have members of the Joint Contracting Office-Camp Bonsteel, Kosovo making a payment to a local vendor for her medical services provided in support of TF Falcon mission in Kosovo. SFC Robert Reynolds (center), is a contingency contracting NCO assigned to the United States Contracting Command, Europe (USACCE) and Gunny Sgt Tuzon (left) is his Class A Agent. Due to Force Protection concerns the wear of the military uniform was not appropriate for the mission we were on.

ACA Information Technology E-Commerce & Commercial Contracting Center Update

Army Microsoft Enterprise Agreement (AMEA) for Microsoft Software Consolidation Small Business Concern receives award of \$78M Order

On May 30, 2003 the Army Contracting Agency, Information Technology E-Commerce & Commercial Contract Center (ITEC4) in conjunction with CIO/G6 and the Army Small Computer Program awarded the Army Enterprise Software Initiative Agreement for Microsoft Software Consolidation. Microsoft has described this agreement as "the largest single-deal contract ever for the world's No. 1 software maker." Award of the six year \$471M order was made under the DOD Enterprise Software Initiative. Softmart, Inc., a small business Microsoft reseller from Downingtown, PA, received the award based on a best value evaluation of eight offers.

Softmart is one of nine Microsoft resellers holding an Enterprise Software Agreement under the Defense Department's Enterprise Software Initiative. Resellers are Microsoft's conduit to product sales in the federal space. Microsoft Corporation chooses not to sell product directly to the Federal Government only through resellers. The Army Microsoft Enterprise Agreement covers all Active Army (military, civilian and contractors supporting Army programs), Army Reserves and National Guard Bureau. Joint Organizations, such as CENTCOM and Educational Institutions, such as West Point, are not covered under the agreement. The Army has centrally funded \$78M for both desktop and server software and upgrades.

After award of the Microsoft Enterprise Agreement, CIO/G6 and the Army G3 declared a moratorium on all new purchases of Microsoft products and product support services to include those bundled with a purchase of hardware. This means that MS software cannot be purchased outside of the Enterprise Agreement. Requiring Activities and Contracting Offices will no longer purchase MS products by credit card, contract actions or other methods.

Organizations currently in a payment plan through one of the other DoD MS Enterprise Software Initiative (ESI) Agreements must continue payments under their existing agreements. After all payments are completed, those organizations will be migrated to the agreement with Softmart.

How does this affect the purchase of desktops, laptops and servers? Desktops and laptops should be purchased with a basic operating system and servers should be purchased without an operating system. The Army Small Computer Program has posted information regarding the Microsoft Enterprise Agreement on its website, <http://pmscp.monmouth.army.mil/esi/Default.asp>. The FAQ area on the site should provide answers to many of your questions. If not, you can ask a new question via the web, or you can contact Robin Baldwin, ITEC4 for additional information at Robin.Baldwin@itec4.army.mil.

A complete listing of all DoD Enterprise Software Initiative Agreements mandated by DFARS Part 208 is provided on the DoD Enterprise Software Initiative website, <http://www.don-imit.navy.mil/esi/> and is definitely worth a visit.



Army Small Computer Program

ACA Awards & Recognition

ACA Director acknowledges Summer Cadets

Mrs. Sandra O. Sieber, Director of the Army Contracting Agency (ACA) acknowledged the contributions made by the U.S. military Academy and Army Reserve Officer Training Program Cadets who served with her agency this past summer. Ms. Sieber presented Senior Executive Service memorandums and ACA Director's Coins to (pictured from left to right as shown in the picture below) Cadets Sean Gardner, Adam Tritsch, Heather Ritchey, and Christy Stewart. During their tenure with the ACA, Cadets Garner and Ritchey, both rising first classmen (seniors) at West Point, collected and critiqued lessons learned from ongoing and recent Army contingency contracting missions. Cadets Tritsch (from Kansas university) and Stewart (from Cal Poly University) performed purchase card process mapping of all Services and Defense Agencies for the Joint Purchase Card Office, then recommended product enhancements to that office's website.



ACA Recognition by Army Utility Privatization Team (UP)

ACA has been a valued participant on the Army Utility Privatization Team (UP) since its establishment in October 2002. In the July 2003 edition of the Utility Privatization Newsletter, the Assistant Chief of Staff for Installation Management (ACSIM) cited ACA's support and capabilities. The article specifically identified William Swan, Senior Procurement Analyst for Utility Management, for his contributions to the future direction and success of Army UP efforts.

Team Excellence Award

On 27 June 2003, COL Guta presented the Government Purchase Card (GPC) Team (pictured below) the Team Acquisition Reform Excellence Award for US Army Contracting Agency, Southern Region, Fort McPherson, Georgia. GPC Team Members recognized for their achievements are Lucinda Nance (Team Leader), Mary Cox, Mattie Palmer, Amie Conner, Maria Nelson, and Diane Smith. The Team was recognized for their conscientious and untiring efforts in providing outstanding customer service.



Small Business Administration Honors Colleen Burns of Fort Bliss DOC

Ms. Colleen Burns, Director and Small Business Specialist (SBS) of the Ft Bliss Directorate of Contracting won the national award in the Gold Star category from the Small Business Administration (SBA). Originally nominated by the local Greater El Paso Chamber, she was selected as the district winner in May 2003 and was then submitted to compete nationally. This award recognizes exemplary performance of federal personnel who execute aggressive goals and strategic initiatives that help ensure a role for small business in the federal marketplace. She traveled to Washington DC on September 19, 2003 to accept this award at the SBA National Entrepreneurial Conference and Expo. Congratulations Colleen for a job well done!



Southern Region receives Secretary of the Army Award in Four areas

COL Charles J. Guta, Director of the ACA Southern Region, was honored with the Secretary of the Army Professionalism in Contracting (Military) Award on 11 August 2003. COL Guta was recognized for exceptional service to the United States Army during the period October 1, 2001 through September 30, 2002, including exemplary performance of duty in critical assignments that contributed immeasurably to the successful transition of Army contracting into the current Army Contracting Agency. Other recipients of Secretary of the Army Awards within the Southern Region are: Major Scott Bruner, Fort Campbell, Outstanding Contracting Officer, Installation Level Satellite (Military); III Corps and Fort Hood Contracting Command, Installation Level Contracting Center; and Fort Campbell Directorate of Contracting, Installation Level Contracting Satellite.

Small Business Specialist of the Year Award

Ms. Nancy Hilliard, Small Business Specialist for the Army Contracting Agency-Southern Region Directorate of Contracting at Fort Jackson, South Carolina, was selected as the Department of Army Small Business Specialist of the Year for fiscal year 2002. The award, a marble statue, was presented by Secretary of the Army Thomas E White on 15 Apr 03. Secretary White also presented Ms. Hilliard with his Coin of Excellence.

This award is presented every year to the Small Business Specialist that demonstrates outstanding contributions to the Army's Small Business Program. The Director, Army Office of Small and Disadvantaged Business Utilization commended Ms. Hilliard for her personal commitment, technical knowledge and determination toward enhancing the Small Business Program at Fort Jackson. Her organization awarded over 77% of all prime contract dollars to small businesses, a notably outstanding achievement. Not only did Fort Jackson exceed the TRADOC assigned targets, performance in each of the assigned program areas exceeded the National goals. Because of Ms. Hilliard's focus on the Small Business Program, small businesses were afforded more opportunities to bid on government contracts, relationships with small business firms, trade associations and other government entities were established and enhanced, and in-house training and awards program in support of the Small Business Program was implemented. As an invited speaker to many area events, her professionalism and enthusiasm reinforces Fort Jackson's commitment to the small business community.

The Commanding General of Fort Jackson initially appointed Ms. Hilliard as the Fort Jackson Small Business Specialist in October 2001. She was reappointed in October 2002 by the Army Contracting Agency Southern Region Commander. For several years prior to that, she served as the Alternate Small Business Specialist. She is also a Contract Specialist for the Directorate.

She is actively involved in the civic and business activities of the Columbia area, as well as the state. She is a member of the Southeastern Area Small Business Council; Georgia-Carolina Chapter National Contract Management Association (VP of Membership); SC Government Partners for Small Business; Women & Minority Business Council of the Greater Columbia Chamber of Commerce; Carolina Midlands Minority Supplier Development Council; SC Women Excelling in Business; and a strategic alliance partner with the South Carolina Women in Business Council and also with the South Carolina Women's Business Center. Ms. Hilliard holds a Masters Degree from Webster University with a double major of Business and Computer/Information Resource Management and is certified as an Acquisition Professional in Contracting at the highest level. She is also on the Board of Directors for the SC American Lung Association.

Ms. Hilliard has been recognized for her accomplishments by the Commander of Fort Jackson, the Commander of Army Contracting Agency – Southern Region in Fort McPherson, GA, the Greater Columbia Chamber of Commerce, and the Georgia-Carolina Chapter of National Contract Management Association.



Secretary of the Army Thomas E. White presents the Small Business Specialist of the Year Award to Nancy Hilliard, Small Business Specialist from Fort Jackson, SC. Ms. Tracey Pinson, Director, Office of Small and Disadvantaged Business Utilization, Department of the Army accompany Ms. Hilliard.

ITEC4 Team honored by RCAS Program Management Office

On September 29, 2003, the Army Contracting Agency/ITEC4 team was honored for its outstanding performance of duties, dedication, and significant contributions to the Project Management Office (PMO) and Program Executive Office (PEO), Reserve Component Automation System (RCAS). ITEC4 has provided on-site contractual support to the program from 1988 through the completion of the contract, September 30, 2003. This date also marks the completion of the acquisition phase of the RCAS program. The current ITEC4 team members and the awards they received are: Team Leader, Donna Harris, National Guard Bureau (NGB) Minute Man Award; Contracting Officer, Diane Lytle, NGB Minute Man Award; Contracting Officer, Joyce Parker, Heritage Painting; Computer Specialist, Felice Gant, Heritage Painting; Contract Specialist, Joann Underwood, NGB Minute Man Award; and Contract Specialist, Wanda Dixon, NGB Minute Man Award. The 15 year successful relationship with the RCAS PMO will continue through contract closeout and final disposition of the Government Furnished Equipment.

The RCAS program was established in 1988 and restructured in 1996. In March 2001, ITEC4 completed the fielding of over 57,000 personal computers, and the associated hardware and communications capabilities, within cost and 18 months ahead of schedule.

The RCAS program has been a great success story. It allows soldiers to have one computer station that connects to most existing DOD and Army core business programs. RCAS links Army National Guard and Army Reserve units in all 50 states, the District of Columbia, Guam, Puerto Rico, the Virgin Islands, Europe and the Pacific Rim. It is estimated that between 100,000 and 300,000 people will eventually use the system. Because of RCAS, Army National Guard and Reserve commanders now have access to an integrated information system that provides timely and accurate information so they can administer, manage and mobilize their troops more effectively.

On October 23, the Guard Bureau's Chief Information Officer, Ms. Maureen Lischke, will host a demonstration and celebration marking the completion of the RCAS acquisition phase and transition to system sustainment

ACA Supporting Operation Enduring Freedom

Chris Vuxton from the ACA's Contingency Contracting Directorate volunteered for duty in Baghdad as the Coalition Provisional Authority's Principal Assistant Responsible for Contracting. Mr. Vuxton, pictured at Nebuchadnezzar's palace in Babylon, said the spot where he's standing is reputed to be where the Old Testament accounts of Daniel's prophecies to King Nebuchadnezzar took place, and where Alexander the Great later died. Chris represents the growing cadre of Department of the Army civilian employees volunteering as emergency essential employees to deploy in support of operational Army forces and missions.



The 101st Air Assault Division's contingency contracting team, deployed to Southwest Asia in support of Operation Iraqi Freedom, pose in front of the Army Central Command PARC Office at Arifjan, Kuwait. The great young Soldiers represent the warfighters of the Army Acquisition Corps. Shown in the picture above, from left to right, are MAJ Burner, SSG Sanford, MAJ Chausse and CPT Jacobson.



Active and Reserve Component contingency contracting personnel serve side – by – side supporting deployed U.S. forces performing Operation Iraqi Freedom. The 377th Theater Support Command (TSC) represents one example of a superb and growing contingency contracting capability within the U.S. Army Reserve. Picture above, outside the U.S. Army Central Command PARC office at Arifjan, Kuwait are 377th TSC (USAR) personnel (from left to right) SPC Gatlin, SGM Poole, MAJ Quick and MAJ Brodie.



The U.S. Army Contracting Command, Europe contingency contracting personnel pictured here represent the teamwork and professionalism of the Army Contracting Agency. Our European commander voluntarily deployed these Soldiers to augment the U.S. Army Central Command's contingency contracting infrastructure supporting Operation Iraqi Freedom. Pictured above from left to right, outside the PARC offices at Arifjan, Kuwait are CPT (P) Green, CPT Skeet, SSG (P) Hurt and SSG (P) Bowers.

The picture below captures the spirit of Joint and multi – functional interoperability needed to establish and maintain contingency contracting operations supporting deployed U.S. forces. Picture above, outside their contingency contracting office at the Baghdad International Airport, are (from left to right) MAJ Bridges (CCO), LT Gaueliano (Dispersing Agent), MAJ Lyons (Legal), CPT Skeen (CCO). CAPT Pond (USAF CCO), MAJ Smith (CCO and office chief), SSG Newkirk (Dispersing Agent), COL Neumann (ARCENT Contracting Commander and theater warfighting PARC), and CAPT Otton (USAF CCO).



Pictured below, Mrs. Linda Terrell (a GS-1102-12), from Fort Lee, Virginia, deployed on Sunday June 7, 2003 for a six month deployment to Afghanistan in support of Operation Enduring Freedom. She is a warranted Contracting Officer with approximately 18 years of acquisition experience.



Award Nominations

SECRETARY OF THE ARMY AWARDS FOR EXCELLENCE IN CONTRACTING FISCAL YEAR 2003 NOMINATIONS

A request for nominations for the Secretary of the Army Awards for Excellence in Contracting has been provided to all PARCs. These awards are presented annually in recognition of exemplary contracting organizations and individuals who have excelled in customer satisfaction, productivity, process improvement and quality enhancement.

The criteria and procedures for submitting award

nominations may be found at <http://asc.rdaisa.army.mil/programs/cp/awards.cfm#secretary>. Please note that like last years nominations, the R&A Directorate will be reviewing the nominations before they are submitted through the web-based system. You may either email your nominations to jan.shadowens@saalt.army.mil or fax them to (703) 681-1121. After review of your nominations, you will be notified to continue the process and officially submit your actions. I would prefer that you submit your nominations as you receive them, not all in one bunch. Nominations to HQ ACA are due NLT November 24, 2003.

Education and Training

Acquisition, Education & Training (AETE) Announcement

The (AETE) CY2004 Announcement is open to all Acquisition & Army Acquisition and Technology Workforce (A&TWF) civilian and military members. Announcement Number: AET&E - CY2004. The announcement date is September 15 – October 31, 2003. Board Date: On/about November 15, 2003.

It is an applicant responsibility to ensure that all requirements stated in the announcement are complied with. Applications received at Human Resource Center (HRC) which do not meet the stated requirements, will be ineligible for consideration and not be presented to the board. Applicants will not be given the opportunity to add to, revise, correct or change an application once it is received at HRC. Applicants will be advised after the closing date of the status of their application. Applications will not be returned to applicants. Acquisition Career Manager (ACM) **prior** to submitting an application to ensure that requirements are met. Please refer to <http://asc.rdaisa.army.mil/contact/acms.cfm> for proper ACM contact information. (AAC members should contact their servicing ACM at <http://www.pers.com.army.mil/OPfam51/Staff.htm>).

Requested training/education/experience will not start and will not be funded for classes with a start date before approval is received. The AET&E Board is the primary board for all requests for training/education and experience opportunities. There is no guarantee of an additional

board for any fiscal year. If you desire attendance at any offered opportunity, it is recommended that you apply under this announcement. The criteria and procedures for submitting applications may be found at the following website under Events & Deadlines: <http://asc.rdaisa.army.mil/portal.cfm>.

Continuous Learning Policy

It is a mandatory requirement for AT&LWF members to achieve the annual goal of 40 Continuous Learning Points (CLPs) to meet the mandatory requirement of 80 CLPs within the two-year CL cycle. Professional development is a continuing cycle and it is the member's responsibility to ensure that their annual Individual Development Plan (IDP) reflects the accomplishment of continuous learning requirements have been recorded. CLPS may be assigned for any given training or development activity such as:

- *Training activities (Awareness training, learning modules and training courses, self-directed study, teaching or mentoring)

- *Professional Activities (participating in organizational management, attending/speaking/presenting at Professional seminars or symposia, Publishing, participating in workshops and professional examination, license or certificate

- *Educational Activities (formal training, formal academic programs and for activities that increase performance capabilities).

***See the chart on the next page with recommended courses and points.**

The following is a summary of recommended points:

CREDITABLE ACTIVITIES	POINT CREDIT (SEE NOTE)
Academic Courses	
Quarter Hour	10 per Quarter Hour
Semester Hour	10 per Semester Hour
Continuing Education Unit (CEU)	10 per CEU
Equivalency Exams	Same points as awarded for the course
Training Courses/Modules	
DAU Courses/Module	10 per CEU (see DAU catalog) or:
Awareness Briefing – No Testing/Assessment Associated	0.5 points per hour of instruction
Continuous Learning Modules – Testing/Assessment	1 point per hour of instruction
Other Functional Training	1 point per hour of instruction
Leadership or Other Training	1 point per hour of instruction
Equivalency Exams	Same points as awarded for the course
Professional Activities	
Professional Exam/License/Certificate	10-30 points
Teaching/Lecturing	2 points per hour; maximum of 20 points per year
Symposia/Conference Presentations	2 points per hour; maximum of 20 points per year
Workshop Participation	1 point per hour; maximum of 8 points per day and 20 points per year
Symposia/Conference Attendance	0.5 point per hour; maximum of 4 points per day and 20 points per year
Publications	10 to 40 points

Note – All activities may earn points only in the year accomplished, awarded or published.

ACA & the Javits-Wagner-O'Day Program (JWOD)

“Working Together: Creating a WIN-WIN Scenario for Army Organizations and the Javits-Wagner-O'Day Program”

Today, contracting and requirements communities have to comply with a myriad of federal mandates-- it is hard to keep up with them all. One federal program that we seem to hear a lot about, but probably do not fully understand is the Javits-Wagner-O'Day (JWOD) program. In 1938, it began as “The Wagner-O'Day Act”, to purchase mops and brooms made by people who were blind. The program was later expanded in 1971 by Senator Jacob Javits to include services and other supply items. The JWOD law uses the purchasing power of the Federal government to promote employment of blind people and people who are severely disabled. The governing body of the JWOD policy is the President's Committee for Purchase from People who are Blind or Severely Disabled. As the program's overseer, the committee determines/approves the fair market price for products/services and revises prices as market condition change. This function is done through a list (known as the Procurement List or P.L.) of services by type and location mandated for purchase under the JWOD Program. Most of the services and supplies on the P.L. are procured through two “Central Nonprofit Agencies,” NISH and National Industries for the Blind (NIB), designated by the committee facilitate distribution of work among qualified nonprofit agencies. To learn more about the law, NIB/NISH and training, visit the JWOD website at <http://www.jwod.gov>.

The order of precedence of sources of supply for services at FAR Subparts 8.002, Priorities for Use of Government Supply Sources, (a)(1) (iv) Supplies gives first priority to JWOD. Thus, Army contracting activities must consider JWOD first before any other source, including small businesses or other open-market sources when they are acquiring services. JWOD also has a relatively high priority for supply purchases. You must consider JWOD sources before buying from GSA Federal Supply Schedules or from the open market.

It is very important that Army contracting personnel at every level understand the process, procedures, roles, and responsibilities of the JWOD program in order to effectively obtain the best price and create a win-win scenario. As with all effective buying practices, this takes advance planning and collaboration among the parties.

Typically, the Army contracting activity's local JWOD liaison and requirements communities collaborate with

the regional NISH/NIB office to identify requirements suitable for performance by one of the Non-profit agencies or workshops, agree on a fair price and propose them for acquisition under the JWOD program. Effective steps of a "collaborative approach" to problem solving must always be present. The purpose of collaborating is to adopt a procedure, from the planning stage, performance of contract and closure, to encourage employees of the contractor and government to work together in achieving contract objectives. Collaborating involves the development of a cooperative management team, representing both the government and the contractor that seeks to identify compatible interests, complimentary/common goals, and objectives. The results of working together will develop a win-win solution; quality products and services for the Army and job opportunities for the blind and disabled.

Now that we have established that JWOD is a required source and collaboration is necessary... the program is important...it does matter that you go to JWOD. “What's in it for your organization?” You are getting a “best value” solution for the Army's procurement needs. Your organization obtains quality products while creating job opportunities for the people who are blind or severely disabled. This segment of the population experiences a 70% unemployment rate. By creating meaningful employment opportunities you are helping reduce local government unemployment expenses and helping to expand the defense industrial base – both of these actions are beneficial to the taxpayer and to the Army. The value added to your local organization is that you also benefit from this relationship because you get quality products at a fair market price (the President's Committee approves the “fair market price” base on the contracting officer's negotiated price or market survey).

Supporting JWOD is the right thing to do. It is good for the Army and good for the taxpayer. We encourage you to find at least one new opportunity for the program this year. Remember—**JWOD works for America!**



ACA Policy Update

Back to Basics: Debriefings

Although FAR 15.505 and 15.506 have instructions about what must be conveyed in a preaward or post award debriefing, it is important to remember what is the purpose of each of these exchanges. This will not only help you get “centered” to do a good debrief, but will also help keep you out of trouble.

Preaward debriefings have been required since the passage of the Clinger Cohen Act in 1995 (previously known as the Federal Acquisition Reform Act). The reasons Congress wants us to provide preaward debriefings are to provide reasonable feedback to disappointed offerors as soon as possible and to help reduce the number of protests that are filed simply to get information about how the Government evaluated the protester’s proposal.

You are expected to allow time for preaward debriefings when you plan the source selection milestones. Admittedly, offerors will get very little information because before award is made they will not be able to learn about the awardee’s proposal. However, contracting officers must cooperate with requests for debriefing. The contracting officer chairs the debriefing and controls the discussion. You must reveal how the team evaluated significant elements in the offeror’s proposal; summarize the reason the offeror was eliminated from the competitive range and answer reasonable questions from the offeror about what procedures were used. You may not tell the disappointed offeror, how many proposals you received, who submitted proposals, the content of any other offeror’s proposal (including comparisons of what the disappointed offeror offered to the proposals of those still in the competitive range), how other offerors were ranked or evaluated, or any other source selection information. Make sure the offeror understands this before you begin the debriefing. It may elect to request a post award debriefing instead of a preaward debriefing. This may fit its needs better if it is interested in better understanding how it compared to the awardee.

In post award debriefings, you must reveal more comprehensive information and information about how the disappointed offeror compares AT THE TOP LEVEL to the awardee. Do not get too far into the weeds here! A summary chart of how the awardee was evaluated that rolls scores up to the levels set forth in Section M of the RFP’s evaluation criteria and a copy of the source selection decision document (redacted if necessary) is best. In addition, you must reveal the significant weakness or

deficiencies identified in the disappointed offeror’s proposal, the evaluated cost of the disappointed offeror and the awardee, which commercial item the awardee will deliver (if applicable), past performance information for the disappointed offeror, and how all offerors ranked (if you developed a ranking during the source selection). The disappointed offeror is also entitled to “reasonable responses to relevant questions about whether source selection procedures contained in the solicitation, applicable regulations, and other applicable authorities were followed.” As a signal to all that debriefings are a mechanism for improving the source selection process on both sides, awardees are also entitled to a debriefing, if they request one.

How can you ensure that the debriefing goes well? Debriefings are a very emotional experience on both sides. No one likes hearing that their workproduct is less than stellar and no one likes having their judgment questioned. Take a big breath and try to make the experience stress and hassle free. The best thing you can do is be cooperative with the requester in arranging a debriefing as soon as possible. The debriefing should be viewed as an opportunity to let the offeror improve its proposals submission process. It should NEVER become a debate about the merits of the offeror’s proposal (“The debriefing shall not include point-by-point comparisons of the debriefed offeror’s proposal with those of other offerors”). Relax and tell the offeror how the team reviewed its proposal (of course making sure that the evaluation criteria as expressed in the RFP are the sole measure of merit for determining which proposal remind in the competitive range). The offeror needs to understand that it was fairly evaluated against the criteria in the solicitation and that the Army followed established acquisition procedures. It does not have to agree with the final scoring we assigned. Do not feel the need to convince the offeror that it is “wrong.” State the facts and leave it at that.

The evaluation team should be represented-- in part because the offeror should be able to speak with a “techie” who understands the technical content of its proposal. But the main reason is that the offeror deserves the right to look into the eyes of the folks who assigned it a less than stellar rating. Train the technical team ahead of time not to feel the need to provide additional information beyond the summary information that must be revealed. Do not reveal trade secrets or other proprietary information from the awardee’s proposal.

Finally, make sure you keep good records of the debriefing

in case a protest is filed. Contemporaneous records are best. It does not have to be "fancy" but should address what the government team told the disappointed offeror. The record should be placed in the contract file.

If you have any questions about how to conduct a debriefing, ask your local legal office for help—they have likely been involved in the source selection and will generally have a good feel for the situation. You may also contact Melissa Rider, ACA Headquarters Director of Operations and Policy for assistance. We exist to help you do good contracting.

Management and Oversight of Acquisition of Services

Within the federal government, the DoD is the dominant buyer of services in terms of contracting dollars spent. In fact, the DoD now spends more on services than it does on supplies and equipment, and such spending is increasing year after year. In FY 2002, the DoD spent almost \$93B to acquire services. But even though we spend a significant amount of money for services, the GAO has found that the oversight process used by the DoD and military departments' provides little visibility and control over how we acquire services.

As part of the Fiscal Year 2002 National Defense Authorization Act (Sections 801 through Section 803), Public Law 107-107, Congress passed a number of statutory requirements to strengthen management and acquisition of services. Specifically the act mandated that we 1) establish a management structure for acquisition of services comparable to the DoD weapon systems process; 2) establish dollar thresholds and other criteria for approving service contracts; and 3) collect and analyze data. The intent behind the legislation is to move to a more strategic

and integrated approach to the acquisition of services, which recognizes the importance of service acquisitions and the need to treat the acquisition of services as seriously as the acquisition of hardware.

The Army's implementation plan was approved by the USD (ATL) on February 07, 2003 and provided the ASA (ALT) limited authority to delegate the review and approval of service acquisitions with a total planned dollar value of \$500M or more. On April 09, 2003, the ASA (ALT) re-delegated this authority to the DASA (P&P). However, the USD (ATL) must be notified, before any acquisition of services with a total planned value of \$2B or more is approved.

The delegation does not apply to service acquisitions determined to be of special interest by the USD (AT&L) or ASD(C3I). Additionally, the delegation does not apply to service acquisitions that are part of a weapon system acquisition program or information technology service acquisitions, each of which will be reviewed and approved as part of the program management process in accordance with DoDD 5000.1, DoDI 5000.2, and/or applicable policy memoranda.

Acquisition of services with a total planned value of \$500M or more will be reviewed by an Army Services Strategy Panel (ASSP), chaired by the DASA (P&P). The ASSP will provide a structured forum at which issues requiring senior level consideration can be presented and resolved. Standing ASSP members include the Deputy General Counsel (Acquisition), Assistant Secretary of the Army (Financial Management and Comptroller), Director, Army Small Business, the Director, Army Contracting Agency and the senior representative from either the requirement or program management arena.

ACA Supports Interactive Customer Evaluation (ICE) System

ACA takes pleasure in recognizing and commending the initiative and professional efforts of the following members within the organizations who contributed significantly to the successful fielding and implementation of the Interactive Customer Evaluation (ICE) system during ACA's first year of operation: Ellen Chambers, ACA Northern Region; Ruth Cushman, ACA Southern Region; Marisol Chanis, ACA Southern Hemisphere; Sonia Guzman, ACA Southern Hemisphere; Pamela Torres, ACA Pacific; Kristine Faria, ITEC4; Richard H. Pak, USACCK; James Warner, USACCE.

I fully realize managing the ICE system is a significant

additional duty for these contracting professionals and genuinely appreciate their interest and enthusiasm for enhancing customer service. All but the smallest of ACA installation level activities reached the point of "statistical significance" during the year and I am pleased to report that all regions and commands met or exceeded our goal of 85% customer satisfaction by the end of FY 2003.

With the assistance, innovation, and support of your ICE managers, we will continue to excel in the coming fiscal year to meet the challenge imposed by Ms. Sieber pronouncement that "Customer satisfaction is our number one metric."